

## **ESCRICK SURGERY**

### **PATIENT REFERENCE GROUP**

#### **MINUTES OF THE MEETING HELD AT ESCRICK SURGERY ON MONDAY 3<sup>rd</sup> DECEMBER 2012**

**Present:** Dr Sarah Butlin (GP Partner)  
Jayne Bone (Practice Manager)  
Patient Representatives (9)

#### **Welcome and Introductions**

Jayne opened the meeting by thanking everyone for attending.

#### **Aim of the Meeting**

To discuss the action plan from the last meeting and to discuss the questions required on the next survey.

#### **Outcome**

All the actions from the 2011/12 action plan were completed within the timescale bar one. At the time of the meeting the newsletter was just being prepared and subsequently went out. Although the practice obtained a quote for the cost of new doors at North Duffield the cost of having this work done ran into thousands and the partners felt there was not enough justification to have these replaced at the branch surgery and the PRG representatives were happy with this. The doors at Escrick were priced up and subsequently painted and the NO PARKING sign was put up on the wall outside the surgery. The website and notice boards and leaflets have been updated however this is an ongoing project. Alterations were made within the telephone system to allow calls to be queued and although there was some concern that at times it was still difficult to speak to a receptionist in a timely manner it was acknowledged that patients did now know that their calls were being dealt with.

The 2012/13 questionnaire was discussed and it was felt that some of the questions should be retained in order to see if the answers and therefore patient satisfaction was the same. There were a couple of new areas, mainly around patient's awareness of staff members and their roles and chronic diseases which created several new questions. As in the previous year the survey was printed out and copies were put out at both sites. The reception staff encouraged as many patients as possible to complete these when they attended their appointments and they were handed out with prescriptions. It was agreed that the survey would be given out for a month or until 250 had been given out. Once this had been done another meeting would be arranged to discuss the results and an action plan.

#### **AOB**

During the meeting a few other issues were mentioned. One was the HCA appointments at North Duffield and the other was the disabled parking facilities. For some time there has not been a HCA at the branch surgery however recently this has changed and there is now a HCA at North Duffield on a Thursday morning. If this continues to be successful then there is a possibility in the future this could be increased to 2 mornings. It was discussed whether there could be more disabled parking places at Escrick and also that the markings had faded to identify these. It was agreed that Jayne would look into these matters and discuss at the next meeting.

**Date of Next Meeting – To be confirmed.**